

12451

From: Commanding Officer, CG Integrated Support Command Honolulu  
To: Mrs. Paula Villanueva

Subj: CIVILIAN PERSON OF THE QUARTER

1. I am pleased to recognize you as ISC Honolulu's Civilian of the Quarter for the fourth quarter, fiscal year 1999. During this period, you displayed outstanding customer support as an Accounting Technician in the Budget and Accounting Branch, ISC Honolulu. You willingly took on extra duties to cover for another reconciler who went on an extended period of medical leave. You improved accounting accuracy for both staff and operational funds. Despite the additional workload and the regularly high tempo Fiscal Year closeout season, your attentiveness to the reconciliation needs of each of your funds managers has continually earned high praise from your customers. Your attention to detail in the handling of your accounts resulted in the discovery and utilization of over \$40k at the end of FY99 that enabled ISC Honolulu to accomplish several high priority backlog expenditures. You expertly crafted important data calls to the Maintenance and Logistics Command, Pacific (MLCPAC) on five occasions this period, two of which were for accounts you do not reconcile. You also took on reconciliation duties for all accrual accounts that the ISC manages, enabling the military reconcilers to focus their efforts upon providing reconciliation services to cutters as well as ISC staff accounts. You are the reconciliation expert for the office.

2. Your dedication to mitigating the effects upon ISC Honolulu for the loss of your corporate knowledge is exemplary. In planning for your upcoming separation from the Coast Guard, you informed your supervisor of your plans six months in advance. You made arrangements that included extended overtime and the additional workload of training of fellow reconcilers to take over your accounts in the interim period when your position will be vacant.

3. By your actions, you have also served as a model of service to your community. As an active member of the Leeward Community Church, you organized and ran the child ministry program which provides valuable child care and Sunday school religious orientation services to dozens of children in your church. In addition to the time required organizing this service, you have regularly been personally involved in teaching these children yourself.

4. As the Civilian of the Quarter, you will receive a \$200.00 On-the-Spot Cash Award, your name will be added to the perpetual Civilian of the Quarter Plaque in ISC's Administration Building, and you will receive four hours administrative leave. Congratulations on a job well done.

C. M. KELLY